



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Providers of Transportation Services participating in the Virginia Medical Assistance Program and Managed Care Organizations providing services to Virginia Medicaid recipients

UPDATE: T-01-04

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

DATE: 12/10/2004

SUBJECT: Update to Chapter IV of the *Transportation* Provider Manual

The purpose of this memorandum is to notify you of changes to Chapter IV of the *Transportation* Provider Manual. The attached table shows the changes to Chapter IV of the manual. Please download the new pages to insert into your manual and retain the attached table for your records.

The amendments to Chapter IV are as follows: (i) remove pre-brokerage language that is no longer applicable; (ii) add references to broker for non-emergency transportation; (iii) add description of brokerage model and duties of broker; (iv) add "stretcher van," "public transit services," and "gas reimbursement" to transportation modes; (v) delete "registered driver" and "commercial air services" from transportation modes; (vi) expand and clarify the guidelines for determining if the recipient has other transportation available and thus is ineligible for covered transportation service; (vii) clarify the relationship between pre-authorization for a medical service and trip eligibility; (viii) clarify how "nearest appropriate provider" affects trip request; (ix) clarify when trips to pharmacies are allowed; (x) add the District of Columbia to examples of adjacent areas beyond the Virginia boundary that are considered in-state trips; (xi) add the Department of Medical Assistance Services (DMAS) contract requirements for drivers in the brokerage system; (xii) add the DMAS contract requirements for vehicles in the brokerage system; (xiii) delete language for non-emergency trips, which are now paid by the broker; (xiv) clarify that payment for emergency ambulance is still paid by DMAS; (xv) delete language for "registered driver" trips, which are now paid by the broker; and (xvi) delete the "Exhibits" section.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

"HELPLINE"

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid provider identification number available when you call.

Attachments: (1)

TRANSPORTATION PROVIDER MANUAL
REVISION CHART
December 10, 2004

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter IV	Entire Chapter		Entire Chapter	12/10/04

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter IV	Old Chapter	New Chapter	